

# **MADISON COUNTY COMMUNICATIONS COORDINATOR**

## **JOB DESCRIPTION**

(June 2007)

**Position Purpose:** To advise and assist the Board of Commissioners in the direction and coordination of all matters affecting Madison County wireless communications.

**Summary of Work:** The Communications Coordinator is the head of the Madison County Wireless Communications Department. Management and administrative duties include, but are not limited to: logical analysis of problems and potential problems; formulation and implementation of plans and strategies; contract and grant writing and administration; proactive development of opportunities for communications improvement; and supervision of the activities of the department. Emphasis in all of the position's activities is on the process of engendering cooperation across a wide spectrum of interests and backgrounds. Ability to initiate, develop and present proposals logically and forcefully yet with tact and sensitivity, while fostering cooperation without coercion, are fundamental to effective performance in this position. Technical knowledge or the ability to develop such knowledge sufficient to manage and coordinate communications planning, operations and enhancement is an inherent part of the position's responsibilities.

Within this context, wireless communications is defined as including all such communications supporting public safety and public service activities of the County. This includes its interface with telecommunications, information technology and other supporting technologies and disciplines. Management and administration of the 9-1-1 system and its interface with the Public Safety Answering Point (PSAP) are considered part of the responsibilities of this position.

Community education and out-reach, including public speaking, may be required. This is currently a three-quarter time (30 hours/week) position.

### **General Qualifications:**

- Must reside in Madison County.
- Must have a valid Driver's License.
- Must be physically fit and flexible. The ability to visit remote repeater sites and assist in communications matters at emergency incidents located remotely in the field is required. Must successfully complete a physical examination prior to initial employment with no major activity limiting deficiencies.
- Must be able to travel and work long and non-standard hours at various times throughout the year, particularly in case of emergencies which may require extended hours on the job in a demanding environment.
- Must successfully complete pre-employment drug, alcohol and security testing. The Communications Coordinator may be subject to random drug testing.
- Must be certified or capable of being trained and certified as a public safety communications officer under Title 7-31-2, Montana Code Annotated.
- Must be available for formal training, conferences, seminars and exercises and have the ability to acquire knowledge of various aspects of wireless communications through such activities. These events may be of up to several days duration at locations outside of the County.
- Familiarity with management and supervisory principles, planning and training is required, together with an ability to communicate ideas and concepts to a broad spectrum of groups and individuals. Initiative and an ability to recognize, assess and respond to needs or to carry out responsibilities with minimal supervision are a must...a problem solver, rather than a problem describer.

- Must be able to draft and present concise, logically developed proposals, correspondence and other documentation using proper English grammar, spelling and punctuation.
- Experience in and capability for managing multiple tasks under deadlines is vital.
- Must have numbers skills adequate for budget preparation, grant administration, contract negotiation and other financial management activities.
- Basic computer skills are an inherent part of the position. Familiarity with Excel and Office XP and its components would be a plus.

**Education and Experience:** The desired knowledge, skills and abilities are typically acquired through a combination of education and experience. A high school degree or GED is mandatory. A Bachelor's degree, related Associates degree or equivalent experience would be highly desirable.

**Duties and Responsibilities:**

- Carry out policies and objectives established by the Board of Commissioners.
- Act as the primary source of advice and assistance to the Board of Commissioners, County government and the entire Madison County community on matters relating to public wireless communications, including operations, training, maintenance management, procurement and planning.
- Proactively work to improve county wireless communications capability, including its responsiveness, survivability and interoperability with other public and private interests.
- Research, develop and assess resource needs pertaining to County wireless communications and its supporting infrastructure. Analyze options. Develop plans and strategies to respond to identified needs. Seek out and develop alternative funding sources. Initiate grant applications and administer grant and other financial programs in response to identified needs.
- Supervise, manage and direct the activities of the Madison County Department of Wireless Communications. Prepare and implement capital and operating budgets and other resource allocation and utilization plans. Establish administrative procedures. Administer communications procurement and maintenance. Work closely with the Madison County Sheriff and other county officials to facilitate effective operation and management of the county wireless communications system.
- Maintain, administer and coordinate implementation of the Madison County Wireless Communications Plan and necessary supporting plans. Formal update and review of the Wireless Communications Plan will be completed at least once each year and presented to the Board of Commissioners prior to County budget formulation. Such a review will include recommendations for County policy and procedural changes aimed at improving wireless communications capability.
- Act as E9-1-1 Coordinator. Facilitate and coordinate an active county E9-1-1 Planning Committee.
- Initiate and act as Chairman of an active Communications Guidance Committee.
- Maintain frequent and close liaison with the Sheriff, the Director of Emergency Management, members of the GIS/IT Department and with other County Department Heads in operation and improvement of county communications and the communications system.
- Maintain the Communications Annex to the County Disaster and Emergency Plan. Act as County Communications Supervisor during times of emergency.
- Facilitate and coordinate improvements to county wireless communications capabilities with the fire departments, ambulance services, road crews and other specialized agencies. Encourage compatible training, exercise and procurement activities of the various jurisdictions in furtherance of that objective.

- Meet with public and private agencies throughout the county and neighboring jurisdictions to ensure coordinated and interoperable communications capability.
- Act as the Madison County principle representative to the South Central Montana Interoperability Consortium (SCMIC). Promote the County's communications interoperability interests within Interoperable Montana (IM). Represent the county on other boards and committees to further the County's wireless communications and communications interoperability interests
- Develop and maintain management level proficiency in wireless communications and its interface with other technologies.
- Be an active member of the Local Emergency Planning Committee (LEPC).
- Represent County government to individuals and groups within the County and its neighbors in furtherance of county goals and objectives. Work closely with private, state, federal and local communications entities.
- Proactively assist in the exchange of communications information throughout the county and with state, federal and neighboring jurisdictions.
- Ensure that frequency licenses and frequency use authorizations are current and adequate to county needs. Develop and maintain appropriate site acquisition and access agreements. Maintain appropriate mutual aid agreements relating to communications. Maintain such other documentation and formal agreements as may further county wireless communications.
- Attend conferences, seminars and meetings pertinent to county wireless communications.
- Facilitate and coordinate development, implementation and routine usage of standardized communications protocols and procedures.
- Carry out such other communications related duties and responsibilities as may be assigned by the Board of Commissioners.